

# Comprehensive Employer Services

Employer Ombudsman  
Michigan Web Account Manager  
Employer Seminars  
Employer Advisor Newsletter  
Employer Filed Claims  
Work Share Program  
Employer Handbook  
Advocacy Program  
Fraud Hotline

## Employer Customer Services

### Office of Employer Ombudsman (OEO)

1-855-484-2636 (4-UIAOEO)

or 313-456-2300

OEO@michigan.gov

### Advocacy Program

1-800-638-3994 (press option 2)

### Fraud Hotline

1-855-UI-CRIME (842-7463)

### Michigan Web Account Manager (MiWAM)

313-456-2188

### Work Share Program

1-844-WORKSHR (967-5747)

### Employer Filed Claims (EFC)

313-456-2229

**michigan.gov/uia**

Unemployment Insurance Agency  
3024 W. Grand Blvd., Suite 12-300  
Detroit, MI 48202 • 1-855-4UIAOEO

# Unemployment Insurance Agency



# Employer Services

State of Michigan  
Talent Investment Agency  
Unemployment Insurance Agency

TIA is an equal opportunity employer/program. TTY services are available at 1-866-366-0004.

UIA 1951  
(Rev. 4-15)



# Unemployment Insurance Agency Services

## Office of Employer Ombudsman (OEO)

The Office of Employer Ombudsman is your front door to the Unemployment Insurance Agency (UIA). The office is responsible for ensuring you, as an employer, have an immediate connection to UIA. In addition, OEO is committed to making your interactions with UIA positive and productive. OEO answers employer questions about benefits eligibility, protests and appeals, employer accounts and other general unemployment and tax-related questions. Additionally, the office assists in resolving problems, referring employers to specific departments and fulfilling employer requests for UIA forms and brochures. To reach OEO by phone, call **1-855-484-2636 (4-UIAOEO)**, **313-456-2300** or send an e-mail to **OEO@michigan.gov**.

### OEO Service Guarantees

1. We will strive to immediately address your concerns when you call.
2. We will acknowledge and respond to employer concerns submitted via e-mail within two business days.
3. In instances where your concerns require further investigation, we will contact you within two business days to initiate resolution.



## Michigan Web Account Manager (MiWAM)

MiWAM allows employers and service providers to perform routine transactions such as filing reports, paying taxes, viewing statements and updating unemployment tax account information online with 24-hour access. Visit **michigan.gov/uia** to set up or access your account. For technical support, call **(313) 456-2188** or email **MiWAMsupport@michigan.gov**.

## Advocacy Program

The Advocacy Program offers information, consultation and representation to employers and unemployed workers for most appeal hearings at the Michigan Administrative Hearings System (MAHS) level.

For Advocacy Program services, call **1-800-638-3994** (press option 2) at least 10 days AFTER filing your appeal on your redetermination.

## Tax Services

Employers can receive information about employer numbers, employer liability, coverage of employee services, termination of liability, determination of successorship, or the status of liability or tax rate appeals. The Tax Service area also provides materials new employers need to comply with Michigan's unemployment insurance law. Employers can access their tax services through MiWAM 24 hours a day, 7 days a week.

## Employer Filed Claims (EFC)

New and additional claims can be filed electronically by employers on behalf of employees that are separated for layoff or lack of work. For more information regarding the UIA's EFC program, call **313-456-2229**.

## Employer Seminars

Employer Seminars offer Michigan employers continuing education with clear direction specifically focused on UIA. The seminars offer a wide variety of topics and expert speakers to help you incorporate new knowledge into your daily operations, inform you of current regulatory and governmental changes, and provide valuable insight on protecting your business. Visit **michigan.gov/uia** to view dates and locations.

## Fraud Hotline

Call **1-855-UI-CRIME (842-7463)** at any time to report suspected unemployment insurance fraud. Callers will remain anonymous; all tips are investigated.

## Work Share Program

Work Share helps companies avoid layoffs and keep skilled workers intact. Employers are able to reduce the work hours of staff and workers are able to collect partial unemployment benefits. For information, visit **michigan.gov/uia** or call **1-844-WORKSHR (967-5747)**.

## Employer Handbook

UIA offers a comprehensive guide to the state's unemployment tax and benefit systems as well as the appeals process. The easy to understand publication can be found on the UIA website at **michigan.gov/uia**. Click on the "Employers" tab, then select "Employer Handbook."

## Employer Advisor Newsletter

The Michigan Employer Advisor is an online newsletter about unemployment insurance and UIA's programs and services. Subscribe at **michigan.gov/uia** (under UIA Quick Links) to receive the quarterly publication.